

**MONTHLY 2-1-1 CALL CENTER REPORTING**

**FOR THE MONTH/YEAR: April 2007**

**CALL CENTER: HeartLine 2-1-1**

**COUNTIES COVERED:**

**Canadian  
Cleveland  
Grady  
Kingfisher  
Lincoln  
Logan  
McClain  
Oklahoma  
Pottawatomie**

**CALL VOLUME BY COUNTY (Number & Percentage of Total Calls):**

<b>County/Location</b>	<b>Number of Calls</b>	<b>Percentage of Total Calls</b>
Canadian	65	1.44%
Cleveland	245	5.43%
Grady	25	0.55%
Kingfisher	12	0.27%
Lincoln	14	0.31%
Logan	15	0.33%
McClain	10	0.22%
Oklahoma	3021	66.91%
Pottawatomie	46	1.02%
Other OK Counties	530	11.74%
Out of State	34	0.75%
Unknown	498	11.03%
<b>Total for April 2006</b>	<b>4515</b>	<b>100.00%</b>

**TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN**

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	1	0.02%
Hang-up	300	6.64%
Information & Referral	2699	59.78%
Intervention	19	0.42%
Listening	1121	24.83%
Listening/Referral	220	4.87%
Sexual/Manipulative	17	0.38%
Silent/Prank	43	0.95%
TTY	1	0.02%
Volunteer Information	4	0.09%
Wrong Number	90	1.99%
<b>Totals for April 2007</b>	<b>4515</b>	<b>100.00%</b>

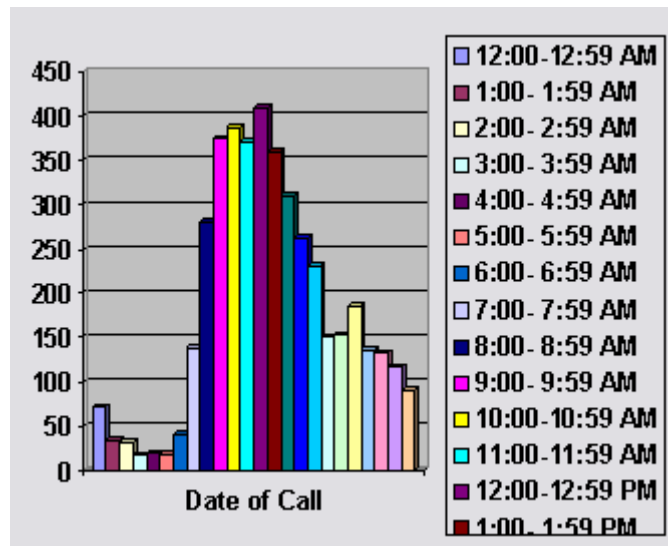
**STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):**  
Number & Percentage  
Not tracked

**SEASONAL OR SPECIAL PROJECT CALLS:**

Seasonal and Special Project calls	Number of Calls	Percentage of Total
AIDS Care Fund of Oklahoma	4	0.089%
GateKeeper program	9	0.199%
Vounteer Center	1	0.022%

## CALL MANAGEMENT STATISTICS

### **CALL VOLUME BY HOUR AND PERCENT (IRIS 3.0 call frequency report):**



**AVERAGE SPEED OF ANSWERING CALLS (telephone system report):**

**PERCENT OF ABANDONED CALLS (telephone system report): 12%**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 3 minutes 24 sec.**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 4 minutes.**

### FOLLOW-UP CALLS REPORT

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:** HeartLine is starting to use follow up protocol on calls during 24 hour periods twice a month. This will increase as this format is developed and evaluated.

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 68**

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 90%**

**AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 10 days**

*MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.*

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**RESULTS OF FOLLOW-UP INQUIRIES**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 98%**

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 90%**

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT  
ACCESSING HUMAN SERVICE SYSTEM: 0**

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 0**

**LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)**

**CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:**

**Number & Percentage**

Total of 15 calls taken by our bi-lingual staff person in February representing .001 % of total calls.

**CALLS TAKEN BY TELE-INTERPRETER SERVICE:**

**Number & Percentage None**

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER:**

**Number & Percentage None**

**TDD/TTY/7-1-1 LINE: None**

**Number & Percentage**

**OTHER REPORTING**

**Top Ten Needs for April 2007**

<b>Type of Organization</b>	<b>Program</b>	<b>Need</b>
<b>Non-Profit</b>	Emergency Financial Assistance	Financial
<b>Non-Profit</b>	Shelter, Counseling, Sub. Abuse	Emergency Srvcs.
<b>Faith Based, Non-Profit</b>	Emergency Financial Assistance	Financial
<b>Faith Based, Non-Profit</b>	Emergency Assistance	Basic Needs
<b>Non-Profit</b>	Rent Assistance, Health Srvcs, Mental Health Srvcs	Financial/Medical
<b>Faith Based, Non-Profit</b>	Utility Assistance, Food Program	Financial/Basic Needs
<b>Governmental</b>	Medical Assistance	Medical
<b>Governmental</b>	Housing Assistance	Housing
<b>Faith Based, Non-Profit</b>	Emergency Financial Assistance	Financial
<b>Faith Based, Non-Profit</b>	Emergency Financial Assistance	Financial

**TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE (Percentage of each: Government, Non-Profit, Faith-Based)**

47% of callers were referred to non-profit community resources.

42% referred to faith-based organizations.

11% referred to government services.

**SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:**

Nothing unusual to report.

**ADDITIONAL ITEMS OF NOTE:**

Please e-mail Monthly Reports to [Carrie.Wiggs@okdhs.org](mailto:Carrie.Wiggs@okdhs.org), no later than the 15<sup>th</sup> of the following month. Thank you!